

Lyme Bay Medical Practice Patient Participation Group Terms of Reference

As approved by the Steering group meeting 21.3.23

1. GP Practices are legally required to maintain a Patient Participation Group (PPG)

A Practice is expected:

- to make reasonable effort each year to ensure that membership of the Patient Participation Group is representative of the Practice population;
- to engage with the Patient Participation Group throughout the year to review feedback and to identify improvements that can be made;
- where the Practice and Patient Participation Group agree, to act on suggestions for improvement.

Patient Participation is designed to ensure that patients and carers are involved in decisions about the range, shape and quality of services.

2. Patient Participation at LBMP has a single purpose

To foster good communication between the Practice and its patients in a way that benefits both: building a relationship—that consolidates partnership, avoids barriers and shares information so that patients can make best use of and support the Practice.

3. Patient Participation at LBMP has three functions

(i) Helping the Practice and its associated community services to improve services, by

- gathering feedback from patients to inform and influence Practice decision-making;
- being a 'critical friend' to the Practice, challenging constructively when necessary;
- proposing and assisting with patient surveys on topics which may affect healthcare provision;
- offering practical help, e.g. a welcome service at health screening events, support with specific health campaigns, improvements to the Practice environment.

(ii) Helping the Practice and its associated community services to provide information, by

- reviewing the content and presentation of Practice communications such as its website, brochure, leaflets and newsletter to ensure user-friendly information and advice for patients about their healthcare options;
- contributing to the Practice newsletter;
- supporting the Practice in explaining why things are the way they are and how its services fit within wider local health and social care provision;
- encouraging, and supporting with practical help, Practice activities that foster self-care and health promotion.

(iii) Representing the registered patients, by

- ensuring that, where appropriate, issues relating to provision by the Practice and its associated community services are heard and passed to the appropriate authority;
- liaising with e.g. NHS Dorset (the Dorset Integrated Care Board), the Jurassic Coast Primary Care Network, Dorset Council, NHS England South West, Dorset Healthwatch and any other appropriate body to influence decisions made on behalf of patients about the local availability of health and social care services;
- representing the Practice patients when patient voices are needed, such as in collating responses to regional or government healthcare consultations.

4. The patient participation system at LBMP is not part of the procedure for handling individual patient concerns

Individual experiences may well contribute to general feedback as in 3(i) above, but such particular concerns should be raised through the Practice senior management team

5. How Patient Participation works at LBMP

- (i) All registered patients are automatically 'participating patients' in the life of the Practice, thus part of the 'Patient Participation Group' required by the Practice contract.
- (ii) A Steering Group of no more than 15 patients manages PPG functions, information-gathering and liaison with the Practice to ensure jointly that the purpose of patient participation is being met. It meets bi-monthly, with Practice management staff in attendance; members of the clinical staff are encouraged to attend.
- (iii) Any patient able to make the necessary commitment may offer themselves, or suggest patients (with their consent) whom they would like, to be part of the Steering Group. Its members may serve for up to 4 years [**], with the option of a further four-year term so long as the maximum limit of 15 is not exceeded and no fresh volunteers for the Steering Group are thereby excluded.
- (iv) The Steering Group is led by a Chair and a Secretary (who must be patients, not practice staff), – selected by the Steering Group.
- (v) Steering Group members have no access to patient lists or data held by the Practice.
- (vi) Any patient sufficiently interested to contribute issues and ideas to the Steering Group, but not wishing, or unable, to take on Steering Group commitments, may join the 'Virtual' Group, receiving Steering Group agendas & Minutes and attending Steering Group meetings when they wish.
- (vii) Minutes of meetings are also circulated to all members LBMP staff and are available on the PPG page of the Practice website.
- (viii) The Steering Group arranges periodic 'open' public meetings on matters of major interest. It communicates with all PPG members through the PPG page on the Practice website, with contributions to the Practice newsletter, by updating the PPG noticeboards at Practice sites, and other appropriate media. Patients can contact the Steering Group by email, via the contact form on its Practice website page, or by using the red 'PPG Messages' boxes at the two Practice sites.
- (ix) One 'open' meeting each year will incorporate the PPG's Annual General Meeting, at which the Steering Group will report on the previous year's activities, and membership of the Steering Group, and its office-holders, can be confirmed or changed.

[**] For members and officers in place before the completion of the Lyme Bay Medical Practice mergers on 7th April 2021, the four years will count from that date.